



outside the box

MORE THAN JUST A CAFE

Registered charity 1151706

Job Description

Service Support Worker

Date: 18th September 2017

Job Title: Service Support Worker

Reporting to: Outside the Box Manager

Hours of work: 24 hours (this includes a Monday and a Tuesday each week plus an alternate weekend day/week day per week).

Salary: £8.17 per hour

Background

Outside the Box café is a dynamic community café that supports adults with a learning disability to lead more fulfilled and independent lives.

Adults and young people with a learning disability are at the heart of what we do at Outside the Box. They are our 'members' and a critical part of the overall Outside the Box Team. We work with our members, their parents/carers, and others involved in their lives, to help them to fulfil their potential, to learn and achieve their goals. Members participate in Outside the Box to learn new skills, gain confidence and self-esteem, achieve qualifications, and engage in meaningful experience of the world of work.

Purpose of the Role

To deliver services to adults and young people with a learning disability that provide personalised support, learning and development that enables them to gain maximum benefit from the services of Outside the Box, to achieve and progress and to lead more fulfilled and independent lives.

You will be supporting a caseload of members within the café environment, ensuring members achieve and work towards their goals, regularly reviewing their progress and providing hands on support to the members with numerous tasks within the café to ensure they get meaningful and purposeful experiences in a work environment. You will be expected to support the members within all aspects of work within the café environment and balance the needs of the members and the needs of the customers and the café.

Main responsibilities and tasks

Core

1. To support the effective recruitment, assessment and induction of members to Outside the Box services
2. To develop and sustain warm and trusted working relationships with a designated caseload of members.
3. To carry out the role of a key worker to a caseload of members, to enable them to achieve their goals and aspirations by working alongside them to develop and implement their learning/progression plans.
4. To support members to express their needs, views and concerns and participate as fully as possible in their planning and development.
5. To develop, maintain, monitor and review individual learning and development plans for members that address their specific needs, goals and aspirations and support their progression.
6. Ensure necessary requirements and standards are met and hold appropriate records and evidence to support these for each individual member on the caseload.
7. To provide individualised support, including encouragement, practical advice, assistance and guidance, to members to enable them to achieve their goals, complete agreed tasks and activities and develop their skills and capabilities
8. To prepare materials and resources to support planned activities, to help members to achieve their goals and develop their skills and capabilities
9. To provide professional and supportive relationships with parents/carers and other professionals involved in members care and those involved in supporting them including Outside the Box staff and volunteers
10. To provide recognition, positive feedback and appropriate reward for members' achievements and to support others including staff, volunteers and families, to do so
11. To develop, maintain, monitor and review risk assessments and risk management plans for members and provide positive behaviour support to members, using appropriate strategies, role modelling and practices and support to other staff and volunteers to do so
12. To work alongside the employment support worker in supporting members to enable them to progress towards work/supported employment.

13. To ensure the safety, security and well-being of members ensuring they are fully safeguarded, comply with all relevant policies and procedures within Outside the Box whilst enabling and empowering them to make choices and access new experiences
14. To maintain confidentiality at all times in line with Outside the Box policies.
15. To develop, operate and maintain robust record keeping procedures in line with relevant data protection and confidentiality requirements, ensuring accurate and up-to-date records including individual member files, daily and weekly logs, achievements and significant occurrences
16. To contribute to service planning, reviews and reporting in line with the requirements set by the Outside the Box Manager and Management Committee
17. To comply with all relevant policies, standards and procedures including health and safety, safeguarding, food hygiene, risk management, accident and incident reporting
18. To liaise with other staff, volunteers and members and ensure good communications are maintained at all times
19. To report any risks, concerns, issues and service improvement needs to the Outside the Box Manager
20. To provide regular verbal and written reports to the Outside the Box Manager and input as required to reports to the charity's Management Committee
21. To respond flexibly to the changing needs of the service and Outside the Box as required.

Person specification

The table below identifies the essential and desirable skills, qualifications, experience and personal qualities required for the role/s.

Essential	Evidence
Minimum 1 years experience of successfully supporting adults and young people with learning disabilities/others with additional needs	Application form, letter of application and interview
Knowledge of and commitment to person-	Letter of application & interview

centred approaches to supporting vulnerable/disadvantaged people	
Experience of working with and/or supporting volunteers	Application form, letter of application and interview
Excellent organisational and time management skills and ability to manage a diverse workload/prioritise effectively	Letter of application and interview
<p>Passion for developing others and effective interpersonal style including:</p> <ul style="list-style-type: none"> - able to lead by example in supporting others to fulfil their potential - excellent communication and facilitation skills - good team working skills and able to work on own initiative 	Letter of application and interview
Good administration and ICT skills (e.g. word processing, excel, email)	Application form, letter of application and interview
Desirable	
Teaching/training qualification (preferably post-16/Adult – can be working towards)	Application form
Knowledge and experience of working towards RARPA standards and requirements for adults with a learning disability.	Application form and interview.
Knowledge/experience of volunteer management systems (e.g. databases)	Letter of application and interview
Experience of developing employment opportunities for people with learning disabilities/those facing labour market disadvantages	Application form, letter of application and interview
Experience of working in/with community based organisations & businesses	Letter of application and interview
Experience of marketing and promotion e.g.	Letter of application and interview

newsletters, press releases, events	
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Additional Information

- You will be required to work regular weekends and some evening work and for flexibility in working to provide cover for colleagues.
- Note that as this post will have responsibility for working with vulnerable adults it is subject to an Enhanced DBS check.

Applying for the post

To apply for this position please send:

- A letter of application setting out why you want the position, how you meet the requirements of the person specification and what you will be able to contribute to Outside the Box (no more than 2 sides of A4)
- A completed application form

To: **The Manager**
Outside the Box Café
Ilkley Community Enterprise Ltd
2-4 Bridge Lane
Ilkley
West Yorkshire
LS29 9HN

Applications can be sent as attachments to an email to cafe@outsidetheboxcafe.com

Closing date: Friday 29th @ Noon

Interviews will be held on Wednesday 4th October.

If you have any queries on this post or would like any further information please call Jenna Peel, OTB Manager on 01943 431173